

Housing Management Board Agenda



Date: Thursday, 26 January 2023

Time: 6.00 pm

Venue: Remote Access via TEAMS - TEAMS Meeting Room

Distribution:

Councillors: Alex Marsh (Chair), Kerry Bailes, Carla Denyer, Tony Dyer, Richard Eddy, Paul Goggin, Alex Hartley, Tom Renhard, Edwards, Pete Daw, Christine Jory, Morris, Ross Dallimore, Houghton, Tshabalala and Varley

Copies to: Donald Graham (Interim Director Homes and Landlord Services), Sarah Spicer (Business Innovation Manager), Liz Cheetham (Engagement Team Leader), Lesha Wilson and Zara Naylor

Issued by: Jeremy Livitt, Democratic Services

E-mail: democratic.services@bristol.gov.uk

Date: Thursday, 19 January 2023



Agenda

1. Welcome, Introductions and Apologies for Absence

(Pages 4 - 6)

2. Minutes of the Previous Meeting held on Monday 30th May 2022

To confirm the above set of minutes as a correct record.

(Pages 7 - 14)

3. Public Forum

Up to 30 minutes is allowed for this item.

Any member of the public or Councillor may participate in Public Forum. The detailed arrangements for so doing are set out in the Public Information Sheet at the back of this agenda. Public Forum items should be emailed to democratic.services@bristol.gov.uk and please note that the following deadlines will apply in relation to this meeting:-

Questions - Written questions must be received 3 clear working days prior to the meeting. For this meeting, this means that your question(s) must be received in this office at the latest **by 4.30pm on Friday 20th January 2023.**

Petitions and Statements - Petitions and statements must be received on the working day prior to the meeting. For this meeting this means that your submission must be received in this office at the latest **by 12 Noon on Wednesday 25th January 2023.**

Please note, your time allocated to speak may have to be strictly limited if there are a lot of submissions. This may be as short as one minute

4. Fire Safety Update

5. HRA Budget 2023/24

6. HomeChoice Allocations review



7. Future Meeting Dates

8. AOB



Public Information Sheet

Inspection of Papers - Local Government (Access to Information) Act 1985

You can find papers for all our meetings on our website at www.bristol.gov.uk.

Public meetings

Public meetings including Cabinet, Full Council, regulatory meetings (where planning and licensing decisions are made) and scrutiny will now be held at City Hall.

Members of the press and public who plan to attend City Hall are advised that you may be asked to watch the meeting on a screen in another room should the numbers attending exceed the maximum occupancy of the meeting venue.

COVID-19 Prevention Measures at City Hall (from March 2022)

When attending a meeting at City Hall, the following COVID-19 prevention guidance is advised:

- promotion of good hand hygiene: washing and disinfecting hands frequently
- while face coverings are no longer mandatory, we will continue to recommend their use in venues and workplaces with limited ventilation or large groups of people.
- although legal restrictions have been removed, we should continue to be mindful of others as we navigate this next phase of the pandemic.

COVID-19 Safety Measures for Attendance at Council Meetings (from March 2022)

Government advice remains that anyone testing positive for COVID-19 should self-isolate for 10 days (unless they receive two negative lateral flow tests on consecutive days from day five).

We therefore request that no one attends a Council Meeting if they:

- are suffering from symptoms of COVID-19 or
- have tested positive for COVID-19

Other formats and languages and assistance for those with hearing impairment

You can get committee papers in other formats (e.g. large print, audio tape, braille etc) or in community languages by contacting the Democratic Services Officer. Please give as much notice as possible. We cannot guarantee re-formatting or translation of papers before the date of a particular meeting.

Committee rooms are fitted with induction loops to assist people with hearing impairment. If you require any assistance with this please speak to the Democratic Services Officer.



Public Forum

Members of the public may make a written statement ask a question or present a petition to most meetings. Your statement or question will be sent to the Committee Members and will be published on the Council's website before the meeting. Please send it to democratic.services@bristol.gov.uk.

The following requirements apply:

- The statement is received no later than **12.00 noon on the working day before the meeting** and is about a matter which is the responsibility of the committee concerned.
- The question is received no later than **5pm three clear working days before the meeting**.

Any statement submitted should be no longer than one side of A4 paper. If the statement is longer than this, then for reasons of cost, it may be that only the first sheet will be copied and made available at the meeting. For copyright reasons, we are unable to reproduce or publish newspaper or magazine articles that may be attached to statements.

By participating in public forum business, we will assume that you have consented to your name and the details of your submission being recorded and circulated to the Committee and published within the minutes. Your statement or question will also be made available to the public via publication on the Council's website and may be provided upon request in response to Freedom of Information Act requests in the future.

We will try to remove personal and identifiable information. However, because of time constraints we cannot guarantee this, and you may therefore wish to consider if your statement contains information that you would prefer not to be in the public domain. Other committee papers may be placed on the council's website and information within them may be searchable on the internet.

During the meeting:

- Public Forum is normally one of the first items on the agenda, although statements and petitions that relate to specific items on the agenda may be taken just before the item concerned.
- There will be no debate on statements or petitions.
- The Chair will call each submission in turn. When you are invited to speak, please make sure that your presentation focuses on the key issues that you would like Members to consider. This will have the greatest impact.
- Your time allocation may have to be strictly limited if there are a lot of submissions. **This may be as short as one minute.**
- If there are a large number of submissions on one matter a representative may be requested to speak on the groups behalf.
- If you do not attend or speak at the meeting at which your public forum submission is being taken your statement will be noted by Members.
- Under our security arrangements, please note that members of the public (and bags) may be searched. This may apply in the interests of helping to ensure a safe meeting environment for all attending.



- As part of the drive to reduce single-use plastics in council-owned buildings, please bring your own water bottle in order to fill up from the water dispenser.

For further information about procedure rules please refer to our Constitution <https://www.bristol.gov.uk/how-council-decisions-are-made/constitution>

Webcasting/ Recording of meetings

Members of the public attending meetings or taking part in Public forum are advised that all Full Council and Cabinet meetings and some other committee meetings are now filmed for live or subsequent broadcast via the council's [webcasting pages](#). The whole of the meeting is filmed (except where there are confidential or exempt items). If you ask a question or make a representation, then you are likely to be filmed and will be deemed to have given your consent to this. If you do not wish to be filmed you need to make yourself known to the webcasting staff. However, the Openness of Local Government Bodies Regulations 2014 now means that persons attending meetings may take photographs, film and audio record the proceedings and report on the meeting (Oral commentary is not permitted during the meeting as it would be disruptive). Members of the public should therefore be aware that they may be filmed by others attending and that is not within the council's control.

The privacy notice for Democratic Services can be viewed at www.bristol.gov.uk/about-our-website/privacy-and-processing-notice-for-resource-services



Bristol City Council
Minutes of the Housing Management Board

30 May 2022 at 6.00 pm



Chair: Professor Alex Marsh, University of Bristol (Independent Member).

Councillors: Kerry Bailes, Tony Dyer.

Tenant Representatives: Peter Daw, Peter Edwards, Christine Jory, Philip Morris.

Leaseholder Representatives: Not present

Associate Tenant Members: Sibusiso Tshabalala

Officers: Donald Graham Interim Director (Homes and Landlord Services); Sarah Spicer Business Innovation Manager (Housing and Landlord Services); Jonathan Williams Policy & Project Officer (Housing and Landlord Services); Elizabeth Dewing Project Manager Housing (Change Services); Alison Napper Asset Management and Review Manager (Housing and Landlord Services); Craig Cook Head of Service Response and Repairs (Housing and Landlord Services); Steve Gregory-Clerk (Democratic Services).

1 Welcome, Introductions and Apologies for Absence

The Chair welcomed all parties to the meeting and introductions were made.

The Chair informed members that there had been a small change to the agenda order so that agenda item 6 (Housing Allocation Review) would now become agenda item 4.

Apologies were received from Councillor Carla Denyer, Councillor Richard Eddy, Councillor Tom Renhard (Executive Member Housing Delivery and Homes) and Nigel Varley (Associate Tenant Member), Liz Cheetham Engagement Team Leader (Housing and Landlord Services).

Noted that Ross Dallimore and Susan Houghton (Leaseholder Representatives) were not present.



2 Minutes of the Previous Meeting

Resolved –

That the Minutes of the previous meeting held on 26 January 2022 be agreed as a correct record.

Matters arising

Several issues were raised these included –

1. Social housing cluster regarding local engagement with the Council so could know where and what type of area and type of properties engaged in the Business Plan review. Business Innovation Manager said that some follow up work had been done and details would be sent to HMB Members after the meeting. **Action** (action completed after meeting)
2. Clarification on certain complaints regarding Northfield House. Phil Morris to share details with Sarah Spicer, Business Innovation Manager to follow up. **Action**

Actions

3. Homes and Community Board not met for a while. Business Innovation Manager to talk to Cllr Renhard as the delegate for the meeting. **Action**
4. Tenant participation looking at co-design and interest in ‘virtual’ v ‘in person’, but wider canvassing needed.
5. New housing officer only works part time, was there a redirect on e-mail when absent? Business Innovation Manager to clarify. **Action**
6. Additional information requested regarding the analysis of complaints, Business Innovation manager to provide this. **Action** (action completed after meeting)
7. Tenant Participation function completed.
8. Regarding recent referendum on Mayoral model v new committee system, confirmed that no changes proposed at current time as two years away so could not plan this early. A new committee structure would be put in place in due course.

3 Public Forum



No statements/petitions had been received from the public.

4 Housing Allocations Review Update

The Committee received a presentation about how the Council proposed to improve the way it lets social housing and to implement a revised scheme that improved the service's ability to:

- Support more mixed, balanced, and sustainable communities.
- House those in the greatest need.
- Be more efficient and user friendly for applicants, the council, housing associations and other partner organisations.
- Give realistic expectations about being housed to those who had joined the Home Choice Bristol register.

It was envisaged that public consultation would commence in June 2022.

Members were informed of inputs that had been gathered so far –

- Initial Research & Analysis
 - 2019/2020 Evidence Base Findings,
 - Rethinking Allocations Summary
- 2020 Survey Report.
- 2020 Locality Report on Community Events.
- Opinion Papers (Andy Gale Housing, Shelter, Bristol Law Centre).
- Focus Groups Input (DV & Hate Crime, Adult Social Care, Young People, Older People, Healthcare, Disability, CSC, Various staff groups).
- Journey Mapping Events Output: A cross-sectional views on the experience of engaging with the housing scheme.
- Other LA's – Particularly those recently updated e.g. Manchester, Birmingham.
- Following analysis of all the gathered inputs there was a large engagement event on 25 May 2022 to provide wider consultation on the proposals being put forward.

Following discussion Members made the following comments:

1. The engagement event held on 25 May 2022 had been well attended with up to sixty-five people present.
2. Northfield House no notification of allocation rules, and significant social disorder on site. Business Innovation Manager to investigate. **Action**
3. Allocation review long overdue (Last reviewed 2014). There were currently 17,000+ on waiting register.



4. More Councillors to be briefed as Council makes final decision.
5. Consultation from end of June until mid-August and report to next HMB. The HMB to act as a sounding board.
6. The Housing Partnership Agreement was being reviewed and an initiative was on the go to review and revitalise Homes West which was the more general housing collaboration across the region.
7. Essential that public engagement be improved.

Resolved – That the presentation be noted.

5 Investment Plan – additional investment proposals

The Committee received a report from the Asset Strategy Manager regarding a proposal on how to translate the additional budgets agreed following the Big Housing Conversation consultation into deliverable services and programmes of work to deliver the changes envisaged.

Members of the Board were advised that –

The Investment Plan had been considered as part of the Housing Revenue Account Business Plan (HRA BP) review within the *Big Housing Conversation: Investing in Council Homes*. The feedback had influenced the proposals to improve standards in existing council homes and the HRA BP Cabinet report had proposed investment in:

1. **Energy efficiency and reducing carbon emissions:** an additional £80m to make homes more energy efficient and to reduce carbon emissions, through further wall insulation schemes and a programme of photo-voltaic (PV) panel installations. This would ensure all homes reached a minimum Energy Performance Certificate (EPC) of C by 2030.
2. **Bathroom modernisation programme:** £12.5m to commence a five-year bathroom replacement programme that would deliver 5500 modern new bathrooms in council homes by 2027.
3. **Investing in communal areas, blocks, and estates:** add £0.5m to the 2022/23 budget, and in total £8.7m over 5-years, to improve standards in communal areas, blocks, and estates. This would help address known issues with anti-social behaviour and further work would be undertaken to determine how best to utilise this.

The Board were further informed that -

4. Rent rises were being used to fund additional investment in homes.
5. There would be new programmes for bathroom, energy efficiency in blocks, communal areas and estates.
6. The planned improvements in energy efficiency would include pilots and bidding for Government funding.



7. For communal areas there would be an additional £0.5m focused on improving the look and feel of estates. It was suggested that for year 1 there would be a rapid response service, assisted garden scheme, increased provision for Neighbourhood Improvement Bids and Environmental Improvement Bids.
8. Residents would be engaged for ideas regarding spending on improving blocks, communal areas, and estates from 2023/24. This would include looking at the cities ecological crisis and improving biodiversity and options for more frequent communal decoration.
9. Bathroom replacement would be a 5-year programme, and there would be reviewed information about which properties had more recent bathroom replacements, it was estimated that 75% would need a new bathroom over the next 15 years. Budget to be £0.5m for this year, then £3m per year.
10. Issues such as making bathrooms more accessible would be fully considered and a resident group would be set up to help to co-design the new specification and design of bathrooms.

For each of the areas, lower budgets had been agreed for Year One (22/23) to allow time to engage tenants, research, analyse data and develop strategies for larger programmes of work.

Key points made were –

11. A member felt that the proposals and intentions were positive but cited that personal experience over several years had shown that rarely did such projects transpire into solid results in the community. There were examples of some improvement works taking five years for work to start and in several other cases nothing had happened.
12. Tenants who volunteered to help make improvements were sometimes left to move the work forward with little help from the Council. There appeared to be a disconnect between the HMB and tenants on estates.
13. Housing proposals should where possible link in with wider social objectives such as social inequality for example assisting ex-offenders engaging with local communities and gaining meaningful employment.
14. It would be helpful if in future sharing information, such as this proposal, could be made more visual rather than a narrative so that everyone could engage more easily.

The Business Innovation Manager said the officers would reflect on the points made and look at them in more detail. Reference made about Halston Drive would be dealt with outside of the HMB meeting.

Action

The Director for Homes and Landlord Services agreed to raise comments made directly with Goram Homes and where appropriate work more closely with them. **Action**

Another member referenced work to Northfield House and new windows not being fitted properly giving examples of 3–4-millimetre gaps which led to significant drafts. This had been raised with Response and Repair team but apparently no action had been taken.



The Business Innovation Manager agreed to take this up outside of the meeting.

The HMB were introduced to the Head of Service for Response and Repairs (Craig Cook) who explained some of the complexities involved with this work but assured the Board all that could be done to improve outcomes would be done but emphasised that quality of work would not be compromised to achieve estimated work timescales.

A member expressed concern about the slow pace for bathroom replacements despite being in the 30-year business plan, although acknowledged this was now part of the current proposals. Also referred to photovoltaic (PV) roof panels and heat pumps being fitted as part of Green Capital and to dovetail with the City's One Plan on carbon reduction commitment. It was requested that yearly and monthly surveyor reports, including costs, be made available so that members could closely monitor progress of work.

The Director for Homes and Landlord Services emphasised that such level of detail would not be practical and that there were already surveyor reports done on work progress. Regarding bathroom replacements this would be a rolling programme of work and where possible could include PV panels and heat pumps, although specifically that some properties would not be suitable for PV panels. Noted that current funding was too low to achieve all carbon reduction ambitions and that imaginative methods of increasing funding would need to be explored, this could include liaising with Homes England, Core Cities, other local authorities to proactively lobby central government for more funds.

Members were informed that the Council had recently signed off £1.8 billion over the next 30 years. There would be no more unrealistic promises made and where it was found work could not be achieved as planned it was essential to explain to tenants why this was the case, so there was clarity. Further to this the need for far greater tenant participation was crucial to ongoing work as funding for it was coming from rent payments and this made it even more important that tenants shared their views as they were the people who would have to live with the improvements.

Resolved – That the paper and the comments made be noted.

6 Tenant Participation Review Update

The Committee received a verbal update from Business innovation Manager.

Members noted that a survey had been carried out online, on paper and by telephone. About 1,600 responses had been received. A further questionnaire to tenants had met with a response from about 1,500. The responses were currently being collated and analysed and the findings would be reported back to the next HMB meeting in September.

Resolved – That the verbal update be noted.



7 Landlord Services Complaints 2020/21

The Committee received a paper about the Council's performance in dealing with landlord services complaints for the 2020/21 financial year.

Analysis of the landlord service complaint handling performance had been undertaken and the key findings were as set out below.

1. 868 complaints had been handled, 4% less than the previous year.
2. 85.4% of complaints had been responded to within the 15 working day target, achieving the corporate target of 85%. This was a 24% improvement on the previous year.
3. 91% of complaints had been resolved at stage 1, with 8% being resolved at stage 2 and 1% progressing to Ombudsman stage. This was largely unchanged from the previous year.
4. 46.3% of complaints were not upheld, with 47.8 being upheld or partly upheld, this was largely unchanged from the previous year.
5. 75 cases (8.6% of complaints received) were rated by the complainant in terms of their overall satisfaction with how we handled the complaint. Ratings of good or very good were received on 38.7% of those cases, which was 12% lower than the previous financial year.

Resolved – That the update be noted.

8 Date of Next Meeting

September 2022 date to be confirmed.

9 Any Other Business

Peter Daw raised issue of respraying pavements clashed with laying of fibre optic by BT could more be done to share work more closely.

Peter Daw asked for a copy of Andy Gale Housing Allocation Review. **Action** (action completed after meeting)



Meeting ended at 8.05 pm

CHAIR _____

